



U.S. Department  
of Transportation  
Federal Highway  
Administration

EX PARTE OR LATE FILED

ORIGINAL

400 Seventh St., S.W.  
Washington, D.C. 20590

August 8, 2002

Marlene H. Dortch  
Secretary, Federal Communications Commission  
The Portals  
445 12th Street, S.W.  
Washington, D.C. 20554

RECEIVED

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: CC Docket No. 92-105  
Ex Parte Meeting

Dear Ms. Salas:

Yesterday the undersigned, together with William S. Jones (the Technical Director of the Intelligent Transportation Systems Joint Program Office within the Federal Highway Administration), met with Diane L. Griffin, Cheryl L. Callahan, Marilyn Jones and Eric N. Einhorn of the Wireline Competition Bureau concerning the above-referenced proceeding.

The subject of discussion was the current progress in implementing the use of 511 to access travel-related information<sup>1</sup> and the resolution of issues raised by the cellular industry in their motions for reconsideration<sup>2</sup>. This encompassed the establishment of the "511 Deployment Coalition"<sup>3</sup>, the involvement of public and private sector parties, and the

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<sup>1</sup> There are currently 511 deployments statewide in Arizona, Nebraska, Virginia, and Utah, and the metropolitan areas of Cincinnati, Phoenix, Orlando, and Miami. On average, these deployments are receiving over 100,000 calls per month. Further, by the end of 2002 it is expected that there will be 10 more states and the San Francisco Bay Area with 511 services that will serve about 49 million residents. In 2003 it is expected that this coverage will double. To date, there are 38 states either deploying 511, or in the process of planning the deployment of 511 services.

<sup>2</sup> The initial concern presented by the wireless carriers regarding the process by which calls would be directed has been resolved by simply reprogramming at the switch level to either a local or 800 number for either a statewide or metropolitan service. This approach has proved to be both effective for the transportation agencies, and easy to accomplish for the carriers. Additionally, the carriers' concern that granting the 511 code to transportation agencies would restrict competition, has subsided. Carriers' realize that there is an opportunity for the private sector to provide additional services if they choose. Most transportation agencies have been open to the possibility, however, to date no wireless carrier has requested to provide such services to their customers using the 511 code. The deployment of 511, although sponsored by transportation agencies, and the number controlled by these agencies, is actually being provided to the public by private companies, including telecommunications companies; usually under contract to the transportation agency. The control of the 511 code by public agencies will ensure that the public receives the best quality data available.

<sup>3</sup> The Coalition, chaired by the American Association of State Highway and Transportation Officials (AASHTO), in cooperation with the American Public Transportation Association (APTA), the Intelligent Transportation Society of America (ITS America), and the US Department of Transportation (US DOT), has 27 members from public transportation agencies and 20 members from the transportation and telecommunications private sector that have cooperated to assist transportation agencies in the deployment of 511. The coalition has published a number of reports (see, [www.its.gov](http://www.its.gov)) dealing with specific issues encountered in the early deployment of 511 services as well as the 511 Deployment Guidelines to serve as a standard for the quality of service that should be provided to the public.

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continued need for coordination and flexibility. A document outlining the status of 511 was made available to the Wireline Competition Bureau staff during the course of the meeting, a copy of which is enclosed.


The deployment of 511 is spreading across the country rapidly and on the road to achieving the Federal Communications Commission's (FCC) vision of a national service. The key to this rapid growth has primarily been the coordination and flexibility among the state and local agencies and wireless carriers.<sup>4</sup> Specifically, this facet of the deployment, enabled the state DOTs to take the lead in resolving the carriers concerns regarding appropriate contact with various transportation agencies and assuming the cost of providing 511 service. This assumption allows the traveling public to make the 511 call at the cost of a local call, or airtime minutes, with no long distance or other charges and the wireline and wireless carriers to recover their cost.

The DOT's experience to date in the deployment of 511 services, has revealed that the deployment of 511 has transcended municipal boundaries involving hundreds of cities, townships, and counties without creating a burden on the carriers; the initial concerns voiced by the wireless industry in their motions for reconsideration have largely been resolved by the cooperation between the transportation and telecommunication communities; and, 511 deployment is spreading rapidly and the quality of information being provided to the traveling public is improving.

In consideration of the above, it is the Department's opinion that there is no need to alter FCC's July 2000 Report and Order on the 511 code.

Pursuant to 47 C.F.R. § 1.1206(b)(2), this letter and one copy thereof are submitted for inclusion in the record in the above-referenced proceeding. Please contact me if you have any questions.

Sincerely,

  
Gloria Hardiman-Tobin  
Senior Attorney  
(202) 366-1397



Enclosure

cc: Cheryl L. Callahan (w/o enclosure)  
Eric N. Einhorn (w/o enclosure)  
Diane L. Griffin (w/o enclosure)  
Marilyn Jones (w/o enclosure)

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<sup>4</sup> Six national cellular carriers and 58 local carriers have coordinated with state and local governments to achieve the current level of deployment.

# 511 STATUS

William S. Jones  
Technical Director  
ITS Joint program Office  
U.S. Dept. Of Transportation



# STATUS SUMMARY

**As Of Aug. 1, 02**

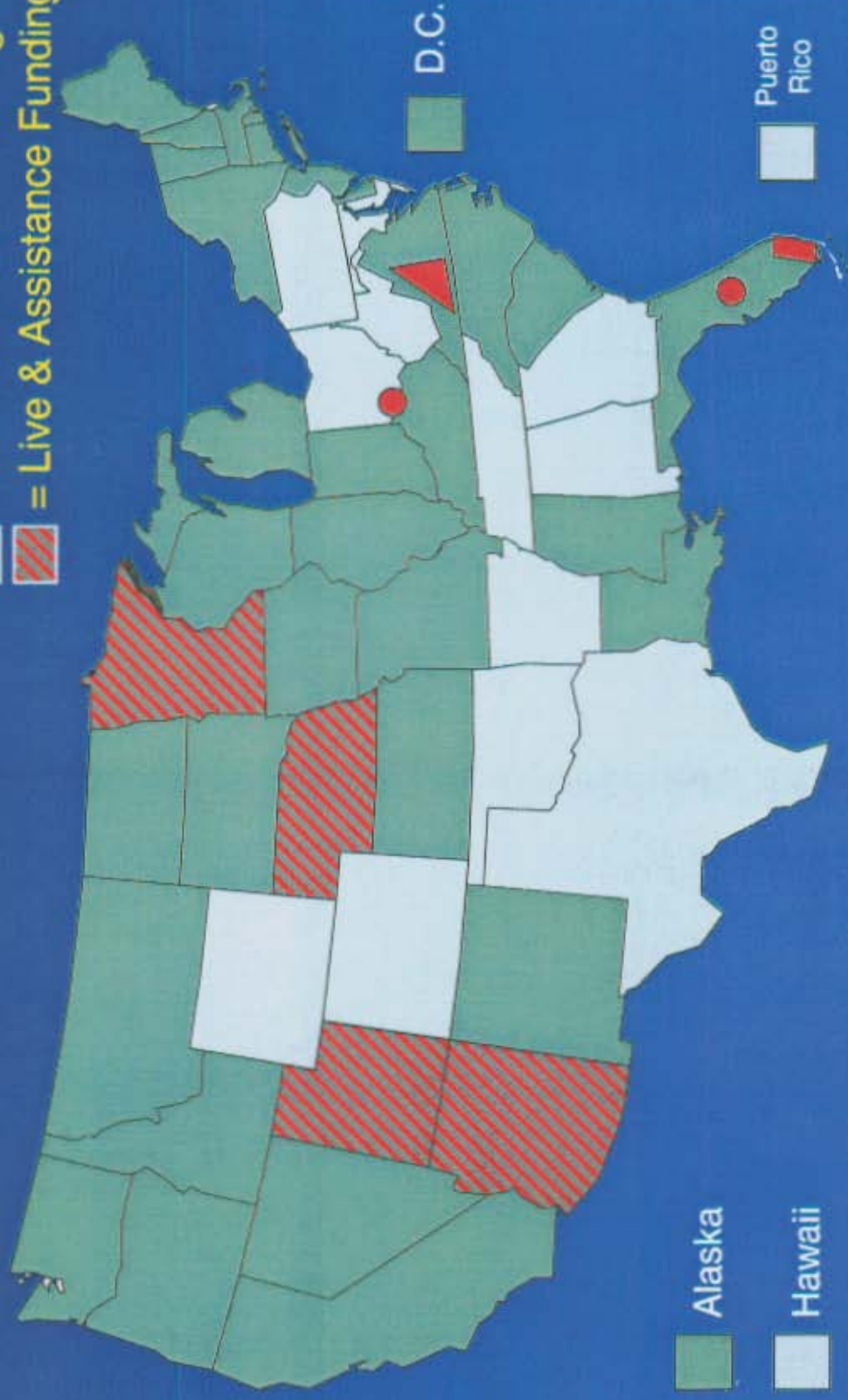
- 5 States Operational
- Miami, Orlando, Cincinnati, & Phoenix Operational
- In May 100,000 511 Calls
- All Nat'l Wireless Carriers Except Verizon Participating in Deployments
- 58 Other Wireless Carriers Participating



# 511 Deployment Status

as of July 19

- = 511 "Live"
- = 511 Assistance Funding
- = Live & Assistance Funding



# DEPLOYMENTS PLANNED

- 38 States Planning 511

## Operational By End of '02

### 4 Metro Areas

Cincinnati, Orlando, Miami,  
Phoenix & San Francisco,

### 14 States

Az, Utah, Neb, Va, Ky, Wash,  
N Mex, Me, N Hamp, Vt, Iowa,  
Mont, Alaska, Minn





# GOOD PUBLIC REACTION (CALL VOLUME)

<u>Locale</u>	<u>Mar</u>	<u>April</u>	<u>May</u>
Cinn	53,038	47,212	54,234
Az	19,541	19,371	19,700
Neb	103,262	8,950	8,520
Utah	19,017	11,951	9,231
Va - I-81	<u>6,334</u>	<u>5,867</u>	<u>8,577</u>
<b>Total</b>	<b>201,192</b>	<b>93,351</b>	<b>100,262</b>
Miami & Orlando: 100,000 in 1 <sup>st</sup> 6 days			

# WIRELESS CARRIER PARTICIPATION

- National Carriers Are Cooperating
  - Sprint, AT&T, Nextel, Cingular, Voicestream, Qwest
- **All** local Carriers ( about 58)  
are Cooperating
- **All** Have Reprogrammed Their Switches
- **All** at **NO COST**



# DEPLOYMENT COALITION WORKING

- Active Participation
  - 27 Public Agencies
  - 20 Private Companies
- Providing Info & Support
  - Guidelines
  - Marketing Tool Kit
  - Business Models & Cost
  - 511 to 911 Transfer
  - Inter-Regional Data Transfer
  - 5 Lessons Learned Reports
  - 511 and Homeland Security

# ISSUES RAISED IN RECONSIDERATION

- National Scope & Standards
- 511 Transcends Municipal  
Boundaries
- Cost Recovery
- Technical Issues
- Government Monopoly  
Restricting Competition



# NATIONAL SCOPE & STANDARDS

- 511 Spreading Nationwide
  - 38 States planning 511
- US DOT Facilitating Deployment
  - 49 Million end of 02
  - 90 Million end of 03
- National Logo Copyrighted & Used
- Published Deployment Guide -01  
Version 2 in Dec 02
- DOT Developing XML Standard
- 511 Model Deployment (\$1.2M)





# DEPLOYMENTS TRANSCEND MUNICIPAL BOUNDARIES

- Multiple Agencies not Applying for 511 -- No problem for Carriers
- States Provide Coordination of Transportation Agencies
- Deployments **DO** Transcend Municipal Boundaries
- Adjacent States Coordinating Across State Boundaries

# CARRIER COST RECOVERY RESOLVED

- Transportation Agencies Paying for Service
  - Calls are translated to Local or 800 Number
  - Wireless carriers can charge minutes for 511
- All Carriers But Verizon Have translated at No Cost





# TECHNICAL ISSUES RESOLVED

- Most 511 Implementations are at Switch Level
- Reprogramming at Cell Sites May be Required in Some Metro areas
- Calls are Translated to a Local or 800 number

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- **Technical Difficulty not an Issue**





# Government Exclusivity/Monopoly

- Most Services Provided by Private Sector ( Utah, Va, Neb, Orlando, Miami)
- Transportation Agencies Have Agreed to Allow Carrier Service --- **IF**
  - Data on Roads and Transit Come from Agencies
- Then Carriers Can Offer any Other Services They Choose
- Transportation Agencies are Flexible
- To Date – No Carrier Has Asked

# CONCLUSION

- Commission's Order is Working
- Issues Posed by Carriers are Resolved
- Deployment Proceeding Rapidly
- Transportation Community Has Accepted the FCC's challenge

**NO NEED TO ALTER  
R & O**